



NEWS RELEASE

# ServiceNow Introduces New Capabilities to Employee Workflows as Organizations Prepare for the New Era of Work

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Organizations including BankUnited, General Mills, Northeastern University, and Uber are using ServiceNow's Safe Workplace apps

SANTA CLARA, Calif. — May 11, 2021 – [ServiceNow](#) (NYSE: NOW) today announced updates to its Workplace Service Delivery solution, including the Safe Workplace Suite at **Knowledge 2021**, ServiceNow's flagship digital experience for its customers, partners, and developer community. The new capabilities will help businesses return employees to the workplace and navigate the realities of the new era of work, including space, reservation and visitor management.

ServiceNow has seen an over 45% increase in Safe Workplace and Workplace Service Delivery app usage since the beginning of 2021. Of the organizations using these apps, more than 45% are using the Employee Health Screening app to help ensure employees' health and safety is a top priority and more than 40% are using Workplace Safety Management to allow employees to reserve desks using self-service tools and help ensure safety with pre-defined safe distancing plans, shift assignments and sanitation schedules.

BankUnited, one of the largest financial institutions headquartered in Florida, has implemented a variety of Safe Workplace apps to help return employees back to the workplace safely.

"As we looked to bring essential workers back into our facilities, we needed to make sure we did so as safely and considerately as possible, providing all the necessary precautions and services to make employees feel comfortable

and safe in the workplace," said Ray Barbone, Executive Vice President, Bank Operations at BankUnited. "With ServiceNow, we were able to develop a centralized 'return to office' portal to manage employee health screenings for daily health checks, PPE inventory to ensure employees had access to safety equipment, and readiness surveys to maintain a pulse on how employees were feeling about returning to the office. We will continue to leverage ServiceNow's Safe Workplace Suite as more employees return to workplaces."

## Preparing for the new era of distributed work

According to ServiceNow's Employee Experience Imperative study, **65% of employees** hope to have a hybrid approach to digital and in-person interactions when it's safe. In an increasingly distributed and hybrid workforce, organizations across every industry need to create consistent and frictionless experiences that make it easy for employees to get work done. New capabilities from ServiceNow are helping companies plan for the new era of work:

- Neighborhoods for Workplace Service Delivery help organizations manage flexible seating for teams and departments. Organizations can assign teams to specific areas to manage traffic flow and reservations, helping to ensure that office space isn't overcrowded and that workplaces adhere to COVID-19 guidelines.
- A new Microsoft Outlook Add-In integrates Workplace Reservation Management capabilities directly into the tools employees are using, creating a better omnichannel experience. Employees can easily reserve workstations, update and add attendees to meeting invites, and request workplace services.
- New planning capabilities within the Safe Workplace Dashboard help companies make more informed decisions about returning employees to the workplace. With data collected across the Safe Workplace Suite, organizations can support worker safety by tracking workplace occupancy levels, optimizing workplace resources, and helping to ensure that sites reopening adhere to the latest COVID-19 guidelines for their specific geographies.

"Every company is facing its own unique work challenges – whether they're preparing to return employees to the workplace, maintaining a remote workforce, or pivoting to a distributed workforce model," said Blake McConnell, Senior Vice President of Employee Workflow Products at ServiceNow. "ServiceNow is providing the cross-enterprise workflow solutions companies need to prepare the workplace and workforce and create the new era of work that works for them."

Companies across industries are using ServiceNow's solutions to support the health and safety of employees while prioritizing business agility as they navigate the pandemic.

- ENMAX leveraged Workplace Service Delivery to enhance employee experiences and workplace safety during

the pandemic, including safely managing workspace reservations for more than 2,200 employees and contractors.

- Uber worked with ServiceNow to reopen offices around the world while supporting employee health and safety using the Safe Workplace Suite. With lessons learned during the pandemic, Uber discovered how they could continue to manage a safe and efficient workplace beyond the pandemic as they adapt to the workplace of the future.
- General Mills is leveraging ServiceNow's Emergency Response Management suite and HR Service Delivery to understand the impact of COVID on its workforce, helping ensure business continuity and promoting outreach to employees who need it most through this challenging time.
- While many universities opted to move to fully remote learning for the Fall 2020 semester, Northeastern University was determined to provide hybrid learning experiences that would allow a sense of normalcy for students, faculty and staff. To make this possible, Northeastern leveraged ServiceNow's Safe Workplace Suite to support testing multiple times per week, conduct daily health screenings, track compliance and enable comprehensive contact tracing.

## Availability and additional information

- Safe Workplace Planning Capabilities are expected to be available in the Safe Workplace Dashboard at the end of May.
- The Microsoft Outlook add-in for Workplace Service Delivery is expected to be available in June.

Read about how ServiceNow is helping organizations manage complex employee journeys across the enterprise:

- **Changing how work gets done with Employee Journey Management** by Gretchen Alarcon, VP and GM of HR Service Delivery at ServiceNow

Read more about ServiceNow's approach to the future of work, here:

- **The future of work is hybrid** by Gina Mastantuono, CFO at ServiceNow

## Use of Forward-Looking Statements:

This press release contains "forward-looking statements" about the expectations, beliefs, plans, and intentions relating to new capabilities. Such forward-looking statements include statements regarding expected performance and benefits of such capabilities. Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual results to differ materially from those expected or implied by the forward-looking statements. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, our results could differ materially from the results expressed or implied by the forward-looking statements we make. We undertake no obligation, and do not intend,

to update the forward-looking statements. Factors that may cause actual results to differ materially from those in any forward-looking statements include, without limitation: (i) delays and unexpected difficulties and expenses in making available additional capabilities; (ii) uncertainty whether sales of such capabilities will justify this investment; and (iii) changes in the duration or severity of the COVID-19 pandemic. Further information on factors that could affect our financial and other results is included in the filings we make with the Securities and Exchange Commission from time to time.

## About ServiceNow:

ServiceNow (NYSE: NOW) is making the world of work, work better for people. Our cloud based platform and solutions deliver digital workflows that create great experiences and unlock productivity for employees and the enterprise. For more information, visit: **[www.servicenow.com](http://www.servicenow.com)**.

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